

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Appellant:	<b>Jean-Michel ROSSET, et al.</b>	) Examiner: Rasha S. Al AUBAIDI
		)
Serial No.:	<b>09/875,462</b>	) Art Unit: 2642
		)
Filed:	June 5, 2001	) Our Ref: B-4198 618840-8
		)
For:	“A COMMUNICATION PLATFORM FOR PROVIDING COMPUTER TELEPHONY INTEGRATION SERVICES TO REMOTE SUBSCRIBERS, AND ASSOCIATED METHOD”	) Date: March 10, 2010
		)
		) Re: <b><i>Supl. Appeal to the Board of</i></b>
		) <b><i>Appeals</i></b>

**SUPPLEMENT TO BRIEF ON APPEAL**

This is a supplement to the appeal brief dated December 28, 2005, for the above identified patent application and in response to the Notice of Non-Compliant Brief mailed on March 26, 2009 and the telephone notification of the insufficiency of the previous response received early March, 2010. The Applicants appreciate this opportunity given to them by the USPTO to correct the previously filed brief. Pursuant to the conversation the undersigned had with Tracy Young on March 8, 2010, this supplement only contains the portion of the brief subject to the Notice: i.e. the Summary of Claimed Subject Matter (Section V).

**Replacement Summary of Claimed Subject Matter** begins on page 2.

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**Replacement Summary of Claimed Subject Matter**

The invention described and claimed in the present application relates generally to the integration of computers and telephony services, and provides an improved architecture and associated method for such integration (p. 1, ll. 6-9). The invention is mainly embodied by a communication platform that includes, among other resources, a hosted switch connected to a set of interconnected telephony networks through interconnection networks as known in the art (p. 6, ll. 17-31). The hosted switch is connected to subscribers' computer and telephone systems via virtual private networks (VPNs) established over the Internet and, importantly, does not have access to the local telephony loops of the subscribers. An important feature of the communication platform is that it uses intelligent agents (termed User Telephony Agents or UTAs) to provide network-based computer telephony integration services to the subscribers. As known, intelligent agents execute autonomously with an internal representation of their user needs, communicate with other agents or user, and monitor the state of their environment (p. 9, ll. 20-30). According to the present invention, each UTA is physically hosted by the hosted switch to handle calls on behalf of its respective subscriber, but is logically part of the subscriber's information systems that reside on the subscriber computer network (e.g. intranet). This later feature is achieved through a hosting service provider that resides in the hosted switch and that provides a secure remote extension of the subscriber intranet via the respective VPN (p. 10, ll. 1-8).

**(Claim 1)** A first embodiment of the invention claims a communication platform (100) for providing computer/telephony integration services to remote subscribers (400), comprising: a switch (110) for communicating with an external telephone network or interconnected networks (200) through a communications trunk (300) [p. 6, ll. 24-27]; for each of one or more subscribers (400), a subscriber telephony component (111) executed by processing means belonging to the communication platform (100) and connectable to an external subscriber's information system (410,420) through a private data channel (600) [p.9, ll.1-6], whereby said subscriber telephony component (111) is operable to communicate with other components (410) of said subscriber's information system (410,420) so as to be logically part of said information system (410,420) [p.10, ll.4-5], each subscriber telephony component (111) being capable of

controlling calls handled by said switching unit (110) in response to data communication through the private data channel (600) [p. 3, ll. 23-25].

**(Claim 11)** A second embodiment of the invention claims a method for providing computer telephony integration to a subscriber (400), comprising the following steps: providing a hardware communication platform (100), said communication platform (100) comprising a hosted call switching unit (110) in communication with an external telephone network or interconnected networks (200) through a communications trunk (300) [p. 6, ll. 24-27], and call handling resources, installing a subscriber telephony component (111) for execution on said communication platform (100) [p.6., ll. 24-31], providing a permanent private secure data channel (600) between said subscriber telephony component (111) in said communication platform (100) and an external information system (410,420) of said subscriber (400) [p.9, ll.1-6], for each incoming call intended for the subscriber (400), directing said call to said communication platform (100) [p.4, ll. 1-3], allocating call handling resources of said communication platform (100) to said subscriber telephony component (111) for handling said incoming call [p. 4, ll. 11-13].

**(Claim 16)** A third embodiment of the invention claims a communication platform (100) for providing computer/telephony integration services to remote subscribers (400), comprising: a switch (110) for communicating with an external telephone network or interconnected networks (200) through a communications trunk (300) [p. 6, ll. 24-27]; for each of one or more subscribers (400), an intelligent agent (111) executed by processing means belonging to the communication platform (100) and connectable to an external subscriber's information system (410,420) through a private data channel (600) [p.9, ll.1-6], whereby said intelligent agent can communicate with other components (410) of said subscriber's information system (410,420) so as to be logically part of said information system (410,420) [p.10, ll.4-5], each intelligent agent (111) being capable of controlling calls handled by said switching unit (110) in response to data communication through the private data channel (600) [p.4, ll. 1-3].

**(Claim 23)** A fourth embodiment of the invention claims a communication platform (100) for providing computer/telephony integration services to remote subscribers (400), comprising: a call switching unit (110) for communicating with an external telephone network or interconnected networks (200) through a communications trunk (300) [p. 6, ll. 24-27]; for each

of one or more subscribers (400), an intelligent agent (111) executed by processing means belonging to the communication platform (100) and connectable to an external subscriber's information system (410,420) through a virtual private network link (VPN) (600) [p.9, ll.1-6], whereby said intelligent agent (111) can communicate with other components (410) of said subscriber's information system (410,420) so as to be logically part of said information system (410,420) [p.10, ll.4-5], each intelligent agent (111) being capable of controlling calls handled by said switching unit (110) in response to data communication through the Virtual Private Network link (600) [p.3, ll. 22-24].

**(Claim 24)** A fifth embodiment of the invention claims a communication platform (100) for providing computer/telephony integration services to remote subscribers (400), comprising: a call switching unit (110) for communicating with an external telephone network or interconnected networks (200) through a communications trunk (300) [p. 6, ll. 24-27]; for each of one or more subscribers (400), an intelligent agent (111) executed by processing means belonging to the communication platform (100) and connectable to an external subscriber's information system (410,420) through a virtual private network link (VPN) (600) [p.9, ll.1-6], whereby said intelligent agent can communicate with other components (410) of said subscriber's information system (410,420) so as to be logically part of said information system (410,420) [p.10, ll.4-5], each intelligent agent (111) being capable of controlling calls handled by said switching unit (110) in response to data communication through the Virtual Private Network link (600) [p.3, ll. 22-24]; call handling resources available to each of said intelligent agents [p. 4, ll.8]; storage for resource allocation data in association with each intelligent agent (111), and control means (150) for allocating call handling resources to a given intelligent agent (111) when handling a telephone call on the basis of said resource allocation data [p. 4, ll. 9-10]; and a billing system (130) in communication with said control means (150) for billing each subscriber according to call handling resource usage [p. 4, ll.16-18].

**(Claim 25)** A sixth embodiment of the invention claims a communication platform (100) for providing computer/telephony integration services to remote subscribers (400), characterized in that it comprises: a hosted switch (110) in communication with an external telephone network or interconnected networks (200) through a communications trunk (300) [p. 6, ll. 24-27]; for each subscriber (400), a subscriber telephony component (111) executed by processing means

belonging to the communication platform (100) and connected to an external subscriber's information system (410,420) through a private data channel (600) [p.9, ll.1-6], whereby said subscriber telephony component (111) can communicate in a private manner with other information system components (410) of said subscriber so as to be logically part of said information system (410,420) [p.10, ll.4-5], each subscriber component (111) being capable of controlling said switching unit (110) according to subscriber data; resources available to each subscriber telephony component (111) in association with call processing or routing [p.4, ll.8]; means (150) for allocating resources to each telephone call handled by a subscriber telephony component (111) in response to data communication with said component (410) through a secure interface (600) [p.3, ll. 22-24].

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The Commissioner is authorized to charge any additional fees which may be required or credit overpayment to deposit account no. 12-0415. In particular, if this response is not timely filed, the Commissioner is authorized to treat this response as including a petition to extend the time period pursuant to 37 CFR 1.136(a) requesting an extension of time of the number of months necessary to make this response timely filed and the petition fee due in connection therewith may be charged to deposit account no. 12-0415.

I hereby certify that this document is being transmitted to the Patent and Trademark Office via electronic filing.

March 10, 2010  
\_\_\_\_\_  
(Date of Transmission)

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